

2002  
Consumer Satisfaction  
*for*  
**Missouri Eastern Region**  
**Regional Report**  
Residential Care Facility

Division of Comprehensive Psychiatric Services  
Missouri Department of Mental Health



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# Demographics

		Survey Returns	
		State	Region
<b>SEX</b>	Male	60.3%	63.8%
	Female	39.7%	36.2%
<b>RACE</b>	White	76.3%	55.6%
	Black	17.1%	34.9%
	Hispanic	0.6%	1.2%
	Native American	1.9%	2.0%
	Pacific Islander	0.4%	0.5%
		0.1%	0.2%
		0.6%	0.2%
		0.6%	0.7%
	Other	2.5%	4.6%
<b>AGE</b>		46.04	45.50
	0-17	0.1%	0%
	18-49	62.0%	66.7%
	50+	37.9%	33.3%
Region Includes Affton Residential Care Facility, Akins Health Care Inc. East, Allways Kare Residential, Boarding Inn, Carondelet Retirement Manor, Carrollton Manor, Country Cove West, Ferrier Harris Residential Care, Festus Rest Home, Fountainbleau RCF II, Four Seasons RCF I, Four Seasons RCF II, Four Seasons RCF II Group Home, Holly Hills Retirement Home, Hopewell RCF, Newstead Place, Independence Center Stupps Apartments, Jackson Brewer Home, Lighthouse Center, Lighthouse of Festus, Inc., Lindell Manor, Inc., Loving Care Home, McLaran Residential Care, New Heights Care Home, Oasis West Residential Care, Pathways Program, Provision of Promise, Peter & Paul Community Service, Ridgeway Residential Care, Rosati Group Home, Rosati Stabilization Center, Mary Ryder Home, Sabbath Manor, Inc., Saddler Residential Care Facility, Silex Residential Center, Silver Spur, Sylvan House, villa Helen Marie Residential, West Pine RCF, Whispering Oaks Health Care Center.			

# Sample Size

*Information is based on the number of interviews and the number of people served according to DMH billing records.*

	Number of Forms Sent	Number of Refusals	Number Who Received Assistance	Number Forms Returned	Percent of Served Returned
Total State	2711	48	244	1347	49.7%
Total Region	707	1	62	423	59.8%
*Unduplicated Count					

## Medicaid

In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

	Overall Totals	
	State	Region
Do you receive Medicaid?	93.1%	93.4%
<i>If yes, are you a member of an MC+ health plan?</i>	20.7%	23.7%

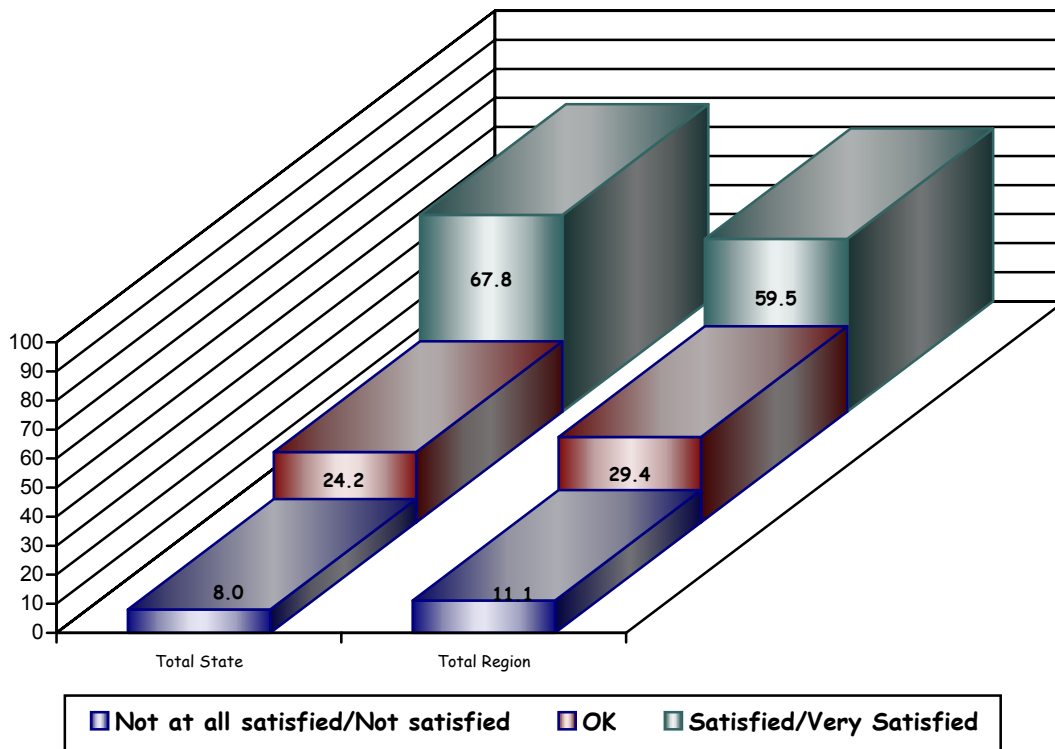
# Consumer Preferences in Living Arrangements

The Department of Mental Health asked consumers: *where they would prefer to live*. In addition, consumers were asked what resources they would need to live in their preferred locations. These questions are particularly important in light of the Olmstead Decision.<sup>1</sup>

	Overall Region Totals	
	State	Region
<i>Where Would you prefer to live?</i>		
Where I am now	40.6%	37.9%
Group Home	4.8%	5.1%
Semi-Independent	10.7%	13.4%
Independent Apartment	28.5%	32.0%
With Family Member	11.5%	8.9%
Other	3.9%	2.7%
<i>What resources do you need?</i>		
Financial Assistance	44.0%	53.2%
More Mental Health Services	16.5%	16.1%
Assistance in learning how to take care of myself	17.4%	16.3%
Help to find and keep a job	30.1%	34.3%
Someone to stop by and help me with things, either regularly or when I call.	29.0%	30.5%
Someone to help me learn how to take care of my money	22.7%	20.3%

<sup>1</sup> The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Overall, 67.8% of the individuals served by Residential Care Facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was lower than the state average (59.5% for this region versus 67.8% for the state).

# Satisfaction with Services

	Total State RCF Services	Total Region RCF Services
with the staff who serve you?	3.88 (1223)	3.66 (405)
with how much your staff know about how to get things done?	3.93 (1229)	3.67 (406)
with how staff keep things about you and your life confidential?	3.87 (1209)	3.67 (401)
that your treatment plan has what you want in it?	3.80 (1204)	3.58 (397)
that your treatment plan is being followed by those who assist you?	3.84 (1198)	3.63 (398)
that the agency staff respect your ethnic and cultural background?	3.98 (1194)	3.75 (399)
with the services that you receive?	3.92 (1216)	3.68 (405)
that the staff treats you with respect, courtesy, caring, and kindness?	3.93 (1232)	3.74 (405)
that the environment is clean and comfortable?	4.01 (1230)	3.81 (409)
that the meals are good, nutritious, and in sufficient amounts?	3.81 (1227)	3.54 (407)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.		

## Some of the key findings were:

- Statewide, the people served by the Residential Care Facility Program reported that they were satisfied with the services they received. Statewide, the mean scores ranged from 3.80 to 4.01 (1=not satisfied...5=very satisfied).
- In this region the people were most satisfied with the environment being clean and comfortable (mean of 3.81). They were least satisfied with the meals being good, nutritious, and in sufficient amounts (mean of 3.54).

# Satisfaction with Quality of Life

How satisfied are you . . .	Total State RCF Services	Total Region RCF Services
with how your spend your day?	3.64 (1230)	3.49 (409)
with where you live?	3.71 (1220)	3.49 (404)
with the amount of choices you have in your life?	3.55 (1222)	3.41 (406)
with the opportunities/chances you have to make friends?	3.73 (1219)	3.50 (404)
with your general health care?	3.89 (1223)	3.66 (410)
with what you do during your free time?	3.79 (1222)	3.62 (407)
How safe do you feel . . .		
in this facility?	3.92 (1222)	3.71 (401)
in your neighborhood?	3.87 (1199)	3.60 (396)
<p>The first number represents a mean rating.            Scale: (how satisfied are you...): 1=Not at all satisfied . . .            5=Very satisfied.            Scale: (how safe do you feel...): 1=Not at all safe . . .            5=Very safe.            The number in parentheses represents the number            responding to this item.</p>		

## Some of the key findings were:

- The quality of life ratings were significantly below the ratings of Comprehensive Psychiatric Services and service ratings.
- The consumers in this region were most satisfied with how safe they feel in the facility (mean of 3.71) and least satisfied with amount of choices they have in their lives (mean of 3.41).

## RCF Comparison of Gender

*There were no significant items to report.*



## RCF Comparison of Race/Ethnicity

The analysis compared the different racial and ethnic backgrounds. Hispanics were most satisfied with safety in the facility. Native Americans and Whites were most satisfied with safety in the neighborhood. (See Table I-1.)

Table I-I

### RCF Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how safe you feel in this agency? (a.)	3.84 (219)	3.65 (140)	4.20 (5)	3.43 (7)	3.10 (21)	F(4,397)=3.348, p=.010
with how safe you feel in your neighborhood?	3.71 (214)	3.48 (138)	3.60 (5)	3.71 (7)	3.05 (22)	F(4,385)=2.527, p=.040
<i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Other.						

## RCF Comparison of Age Groups

*There were no significant items to report.*

## RCF Comparison of Forensic or Non-Forensic Consumers

*There were no significant items to report.*

## RCF Comparison Between Those Who Were Assisted in Completing the Survey and Those Who Were Not

*There were no significant items to report.*

# RCF Comparison of Where Consumers Would Prefer to Live

The analysis compared places consumers would prefer to live. Consumers who would prefer to live where they are now were most satisfied with all but 2 of the significant items. Those who would prefer to live Independently were most satisfied with the safety in their neighborhood, and those who would prefer to live with family members were most satisfied with respect of their ethnic and cultural backgrounds. (See Table I-2.)

Table I-2

## RCF Consumers - Comparison of Where Consumers Prefer to Live

How satisfied are you...	Where I am now	Group Home	Semi-Independent	Independent	Family Member	Other	Significance
with the staff who serve you? (a, b, c, d, e)	3.91 (138)	3.37 (19)	3.55 (47)	3.46 (116)	3.70 (33)	3.30 (10)	F(5,1105)=14.772, p<.001
with how much your staff know about how to get things done? (a, b, c, d, e)	3.96 (137)	3.11 (19)	3.67 (49)	3.55 (117)	3.64 (33)	2.90 (10)	F(5,1113)=18.551, p<.001
with how staff keep things about you and your life confidential? (a, b, c, d, e)	3.94 (136)	3.06 (18)	3.50 (48)	3.55 (118)	3.91 (32)	3.33 (9)	F(5,1095)=12.008, p<.001
that your treatment plan has what you want in it? (a, b, c, d, e)	3.77 (134)	3.37 (19)	3.71 (49)	3.46 (114)	3.53 (32)	3.40 (10)	F(5,1091)=10.587, p<.001
that your treatment plan is being followed by those who assist you? (a, b, c, d, e, f)	3.81 (135)	3.58 (19)	3.59 (49)	3.52 (116)	3.52 (31)	3.11 (9)	F(5,1088)=13.878, p<.001
that the agency staff respect you ethnic and cultural background? (a, c, d)	3.83 (132)	3.32 (19)	3.73 (48)	3.70 (118)	4.00 (32)	3.44 (9)	F(5,1080)=8.37, p<.001
with the services received? (a, b, c, d, e)	3.96 (139)	3.11 (18)	3.65 (49)	3.50 (116)	3.59 (32)	3.22 (9)	F(5,1103)=19.18, p<.001
that the staff treats you with respect, courtesy, caring, and kindness? (a, b, c, d, e)	4.09 (136)	3.22 (18)	3.69 (48)	3.45 (119)	3.78 (32)	3.10 (10)	F(5,1114)=19.253, p<.001
that the environment is clean and comfortable? (a, b, c, d, e)	4.17 (139)	3.47 (19)	3.71 (49)	3.62 (117)	3.69 (32)	3.40 (10)	F(5,1113)=13.307, p<.001
that the meals are good, nutritious, and in sufficient amounts? (a, b, c, d, e)	3.82 (139)	3.11 (19)	3.51 (49)	3.27 (117)	3.53 (32)	3.67 (9)	F(5,1111)=13.133, p<.001
with how you spend your day? (a, b, c, d, e)	3.77 (139)	3.11 (19)	3.28 (47)	3.40 (118)	3.52 (33)	2.67 (9)	F(5,1112)=17.522, p<.001
with where you live? (a, b, c, d, e)	3.93 (137)	2.95 (19)	3.29 (48)	3.26 (119)	3.35 (31)	3.13 (8)	F(5,1107)=31.797, p<.001

with the amount of choices you have in your life? (a, b, c, d, e)	3.75 (137)	2.79 (19)	3.18 (49)	3.35 (118)	3.09 (32)	2.67 (9)	F(5,1106)=22.048, p<.001
with the opportunities/ chances you have to make friends? (b, c, d, e)	3.70 (137)	3.68 (19)	3.31 (48)	3.40 (119)	3.34 (32)	2.89 (9)	F(5,1108)=15.905, p<.001
with your general health care? (a, c, d, e, f, g)	3.85 (138)	3.32 (19)	3.69 (49)	3.58 (117)	3.58 (33)	3.10 (10)	F(5,1109)=15.098, p<.001
with what you do during your free time? (a, b, c, d, e)	3.88 (136)	3.53 (19)	3.57 (49)	3.50 (119)	3.53 (32)	3.00 (9)	F(5,1107)=15.745, p<.001
with how safe you feel in this facility? (a, b, c, d, e)	3.96 (136)	3.21 (19)	3.48 (50)	3.69 (118)	3.75 (32)	3.22 (9)	F(5,1117)=17.098, p<.001
with how safe you feel in the neighborhood? (a, b, c, d, e)	3.69 (139)	2.95 (19)	3.47 (49)	3.70 (113)	3.67 (30)	3.11 (9)	F(5,1097)=11.553, p<.001
<p><i>Scheffe Post-Hoc significance at .05 or less.</i></p> <p>(a) Interaction between Where I am Now and Group Home.</p> <p>(b) Interaction between Where I am Now and Semi-Independent</p> <p>(c) Interaction between Where I am Now and Independent</p> <p>(d) Interaction between Where I am Now and Family Member.</p> <p>(e) Interaction between Where I am Now and Other.</p> <p>(f) Interaction between Semi-Independent and Other.</p> <p>(g) Interaction between Independent and Other.</p>							